

# COMMUNICATION AND CONFLICT RESOLUTION Part 2

**Course Dates:**  
January 4 & 11, 2007  
April 10 & 17, 2007  
June 21 & 28, 2007

**Time:**

8:00 a.m.— 12:00Noon  
(both days)

**Location:**

County Government Center  
1055 Monterey Street  
Rooms 161 & 162, 1st Floor  
San Luis Obispo

**Facilitator:**

Jesse Sostrin, MA, CPC  
Sostrin Consulting

**Cost:**

No registration fee to County  
employees.  
\$150.00 for non-County  
employees.

## REGISTER NOW!

Limited space is available.

**Email:** *All reservations are to  
be made through the  
Employee University email  
address.*

[EmployeeUniversity@co.slo.ca.us](mailto:EmployeeUniversity@co.slo.ca.us)

There is a way to generate **POSITIVE** outcomes to job related stress. If handled properly, conflict can become a positive source of energy and creativity.

This course builds upon Conflict Resolution Part 1, that identified where conflict comes from. In these sessions, you will build a toolkit of effective communication and conflict resolution skills.

- Learn and practice specific techniques for recognizing and improving your personal style of conflict resolution
- Apply critical thinking to problem identification
- Learn strategies for managing power issues

The EU has partnered up two different agencies to make a great set of classes, which build upon one another. If you take this course, you may wish to also register for the Conflict Resolution class facilitated by Lorraine Fox, which is an intro to these sessions. In Lorraine's course, you will identify the sources of conflict and in this set of two classes, you will build a hands-on tool kit of skills.

**CANCELLATION POLICY:**

If you need to cancel your registration for an E.U. Class, please do so via email two weeks prior to the class date to avoid the \$50.00 cancellation fee.

If you can find an employee in your department to take your place, email the change in attendees and the cancellation fee will be waived.

